
From: (b) (6) </o=va/ou=va
martinsburg/cn=recipients/cn=(b) (6)
To: Dan Caldwell <(b) (6) cv4a.org>
Cc:
Bcc:
Subject: RE: Meeting w/Acting SecVA
Date: Mon Apr 30 2018 16:28:26 CDT
Attachments:

Sorry – 1:30pm!

From: (b) (6)
Sent: Monday, April 30, 2018 5:28 PM
To: 'Dan Caldwell'
Subject: RE: Meeting w/Acting SecVA

Yes, Sir. Friday at 4pm. A Protocol Officer will meet you on the 1st floor and escort up to our Suite. Thank you.

From: Dan Caldwell [mailto:(b) (6) cv4a.org]
Sent: Monday, April 30, 2018 5:25 PM
To: (b) (6)
Subject: [EXTERNAL] RE: Meeting w/Acting SecVA

(b) (6) – I sent an email to Peter but just wanted to confirm to you that I am good to attend this meeting.

Dan Caldwell
Executive Director
Concerned Veterans for America
C: [602] 999-(b) (6)

Confidentiality:

The information contained in, and attached to, this communication may be confidential, and is intended only for the use of the recipient named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-

send this communication to the sender and delete the original message and any copy of it from your computer system. Thank you.

From: (b) (6) [mailto:(b) (6) va.gov]
Sent: Friday, April 27, 2018 3:32 PM
To: Dan Caldwell <(b) (6) cv4a.org>
Subject: RE: Meeting w/Acting SecVA

Hi Dan – Let me know if you can make this meeting time. Thank you.

(b) (6)

From: O'Rourke, Peter M.
Sent: Friday, April 27, 2018 3:30 PM
To: (b) (6) cv4a.org
Cc: (b) (6) Hayes-Byrd, Jacquelyn; Powers, Pamela; (b) (6)
Subject: Meeting w/Acting SecVA

Hello Dan – Acting VA Secretary, Robert Wilke, has asked to meet with you for an informal one on one discussion. We'd like to schedule your meeting on Friday, May 4 at -1:30-2:30pm here at VACO. Please confirm this works for your schedule. A Protocol Officer will meet you in the lobby and escort you up to the Secretary's Suite.

The Acting Secretary looks forward to meeting with you.

Best regards.

Peter O'Rourke

Chief of Staff

Department of Veterans Affairs

From: (b) (6) </o=va/ou=va
martinsburg/cn=recipients/cn=(b) (6)
To: Dan Caldwell <(b) (6) cv4a.org>
Cc:
Bcc:
Subject: RE: Meeting w/Acting SecVA
Date: Mon Apr 30 2018 16:28:01 CDT
Attachments:

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Sent: Friday, April 27, 2018 3:30 PM
To: [REDACTED] cv4a.org
Cc: [REDACTED] (b) (6) Hayes-Byrd, Jacquelyn; Powers, Pamela; [REDACTED]
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Chief of Staff
Department of Veterans Affairs

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To: ^{(b) (6)}</o=va/ou=va
martinsburg/cn=recipients/cn=^{(b) (6)}
Cc:
Bcc:
Subject: [EXTERNAL] RE: Meeting w/Acting SecVA
Date: Mon Apr 30 2018 16:24:45 CDT
Attachments:

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Dan Caldwell
Executive Director
Concerned Veterans for America
C: [602] 999-^{(b) (6)}

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Cc: (b) (6)

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Hayes-Byrd, Jacquelyn; Powers, Pamela; (b) (6)

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Chief of Staff

Department of Veterans Affairs

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martinsburg/cn=recipients/cn=(b) (6)
To: (b) (6) cv4a.org <(b) (6)> cv4a.org
Cc:
Bcc:
Subject: RE: Meeting w/Acting SecVA
Date: Fri Apr 27 2018 14:32:20 CDT
Attachments:

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(b) (6)

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Chief of Staff
Department of Veterans Affairs

From: [REDACTED] </o=va/ou=vha office of information/cn=recipients/cn=[REDACTED]
(b) (6) [REDACTED] <[REDACTED] amvets.org>; [REDACTED] (b) (6)
(b) (6) [REDACTED] <[REDACTED] bva.org>; [REDACTED] (b) (6)
[REDACTED] <[REDACTED] @bva.org>; [REDACTED] (b) (6)
[REDACTED] <[REDACTED] @coausphs.org>; Dan Caldwell <[REDACTED] (b) (6)
[REDACTED] <[REDACTED] @dav.org>; [REDACTED] (b) (6)
[REDACTED] <[REDACTED] @davmail.org>; [REDACTED] (b) (6) <[REDACTED] @dav.org>; [REDACTED] (b) (6)
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[REDACTED] <[REDACTED] @verizon.net>; [REDACTED] (b) (6)
[REDACTED] <[REDACTED] @mcleague.org>; [REDACTED] (b) (6) <[REDACTED] @usmcra.org>;
[REDACTED] <[REDACTED] @moaa.org>; [REDACTED] (b) (6) <[REDACTED] @moaa.org>;
[REDACTED] <[REDACTED] @purpleheart.org>; [REDACTED] (b) (6)
[REDACTED] <[REDACTED] @moww.org>; [REDACTED] (b) (6) <[REDACTED] @nacvso.org>;
[REDACTED] <[REDACTED] @nacvso.org>; [REDACTED] (b) (6)
[REDACTED] <[REDACTED] @co.waseca.mn.us>; [REDACTED] (b) (6)
[REDACTED] <[REDACTED] @pva.org>; [REDACTED] (b) (6)
[REDACTED] <[REDACTED] @studentveterans.org>; [REDACTED] (b) (6)
[REDACTED] <[REDACTED] @studentveterans.org>; [REDACTED] (b) (6)
[REDACTED] <[REDACTED] @teamrwb.org>; [REDACTED] (b) (6)
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[REDACTED] (b) (6) <[REDACTED] @woundedwarriorproject.org>; [REDACTED] (b) (6)
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Christopher D. (Chris) </o=va/ou=exchange administrative group
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(fydibohf23spdlt)/cn=recipients/cn=[REDACTED] (b) (6) >

Cc:

Bcc:

Subject: Nearly \$700 Million in State Veterans Home Funding Leads to New Construction Projects

Date: Wed Apr 18 2018 08:42:14 CDT

Attachments: \$700 Million to go to construction projects_18APRIL2018_FINAL.pdf

Good morning. Passing this along to you...

++++++

FOR IMMEDIATE RELEASE

April 18, 2018

Nearly \$700 Million in State Veterans Home Funding Leads to New Construction Projects

Funding Represents Largest Appropriation in Program's History

WASHINGTON — Recently the Department of Veterans Affairs announced that it will use \$685 million in funding from Congress to fund several State Veterans Home construction projects through the VA State Veterans Home Construction Grant Program.

The new funding can be used where needed for repairs, renovation or new construction, and is part of an Omnibus Bill that represents the largest allocation to the more than 50-year-old State Veterans Home Construction Grant Program; funding for the program has averaged \$94 million over the last five years. The State Veterans Home Construction Grant Program provides up to 65 percent of the cost to build and renovate facilities.

"This program has been operating with a backlog of applications for construction projects," said VA Acting Secretary Robert Wilkie. "This new allocation will let us fund projects on our priority list, many of which have been waiting for years. We thank Congress for its commitment and support of Veterans across the country."

Plans for the new funding include at least 52 projects including bed replacement projects in Massachusetts, Michigan and Wisconsin; life safety projects in Ohio, Oklahoma and Texas; new construction projects in Arizona, Hawaii, Illinois, Montana, Nevada, North Carolina, South Carolina, Tennessee and Virginia; and general renovation projects in Alabama, Connecticut, Delaware, Florida, Georgia, Iowa, Massachusetts, Michigan, Missouri, North Carolina, North Dakota, New Hampshire, New Jersey, New York, Ohio, Oklahoma, Pennsylvania, Vermont and Wisconsin.

"As the largest appropriation in the more-than 50-year history of this program, it demonstrates just how strongly President Donald Trump cares for and is keeping his promises to our nation's Veterans," Wilkie said.

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information/cn=recipients/cn=(b) (6)

Filename: \$700 Million to go to construction projects_18APRIL2018_FINAL.pdf

Last Modified: Wed Apr 18 08:42:14 CDT 2018



U.S. Department
of Veterans Affairs

News Release

Office of Public Affairs
Media Relations

Washington, DC 20420
(202) 461-7600
www.va.gov

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To: (b) (6) amvets.org>; (b) (6) bva.org>; (b) (6) bva.org>; (b) (6) bva.org>; (b) (6) @coausphs.org>; Dan Caldwell <(b) (6) @cv4a.org>; (b) (6) @dav.org>; (b) (6) @davmail.org>; (b) (6) @dav.org <(b) (6) @dav.org>; (b) (6) @davmail.org>; (b) (6) @fra.org>; (b) (6) @java.org>; (b) (6) @java.org>; (b) (6) </o=va/ou=infrastructure/cn=recipients/cn=(b) (6), (b) (5) (b) (6) @verizon.net>; (b) (6) @mcleague.org>; (b) (6) @usmcra.org>; (b) (6) @moaa.org>; (b) (6) @moaa.org>; (b) (6) @purpleheart.org>; (b) (6) @moww.org>; (b) (6) @nacvso.org>; (b) (6) @co.waseca.mn.us>; (b) (6) @pva.org>; (b) (6) @studentveterans.org>; (b) (6) @studentveterans.org>; (b) (6) @teamrwb.org>; (b) (6) @teamrubiconusa.org>; (b) (6) @legion.org>; (b) (6) @legion.org>; (b) (6) @redcross.org>; (b) (6) .
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Cc:

Bcc:

Subject: Nearly \$700 Million in State Veterans Home Funding Leads to New Construction Projects

Date: Wed Apr 18 2018 08:42:14 CDT

Attachments: \$700 Million to go to construction projects_18APRIL2018_FINAL.pdf

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WASHINGTON — Recently the Department of Veterans Affairs announced that it will use \$685 million in funding from Congress to fund several State Veterans Home construction projects through the VA State Veterans Home Construction Grant Program.

The new funding can be used where needed for repairs, renovation or new construction, and is part of an Omnibus Bill that represents the largest allocation to the more than 50-year-old State Veterans Home Construction Grant Program; funding for the program has averaged \$94 million over the last five years. The State Veterans Home Construction Grant Program provides up to 65 percent of the cost to build and renovate facilities.

“This program has been operating with a backlog of applications for construction projects,” said VA Acting Secretary Robert Wilkie. “This new allocation will let us fund projects on our priority list, many of which have been waiting for years. We thank Congress for its commitment and support of Veterans across the country.”

Plans for the new funding include at least 52 projects including bed replacement projects in Massachusetts, Michigan and Wisconsin; life safety projects in Ohio, Oklahoma and Texas; new construction projects in Arizona, Hawaii, Illinois, Montana, Nevada, North Carolina, South Carolina, Tennessee and Virginia; and general renovation projects in Alabama, Connecticut, Delaware, Florida, Georgia, Iowa, Massachusetts, Michigan, Missouri, North Carolina, North Dakota, New Hampshire, New Jersey, New York, Ohio, Oklahoma, Pennsylvania, Vermont and Wisconsin.

“As the largest appropriation in the more-than 50-year history of this program, it demonstrates just how strongly President Donald Trump cares for and is keeping his promises to our nation’s Veterans,” Wilkie said.

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Subject: VSO Communicators Meeting - follow up

Date: Thu Apr 12 2018 08:29:27 CDT

Attachments: 2018_0322 Vets CARE PFS Overview for VSOs SENT.pdf

Office of Connected Care VSO briefing - April 2018-revised vFINAL.pptx

Good morning:

Thanks to everyone who attended Wednesday's VSO Communicators Meeting. A special thanks also to Dr. (b) (6) (Office of Connected Care) and (b) (6) (Social Finance) for briefing the group. As promised, I have attached the PPTs from the meeting.

Several of you expressed interest in communications materials and/or newsletter articles from the Office of Connected Care. I expect to receive their latest toolkit later today or tomorrow and will forward it directly on to you. After you have looked it over, if you have any questions or additional needs please feel free to reach out to myself and (b) (6) – (b) (6) va.gov. (b) (6) was at the meeting yesterday, seated next to Dr. (b) (6). If you have questions about the Vets CARE program or information on materials they could provide you to promote the program, please e-mail me here.

As I said in the meeting, I'd really appreciate any feedback on how the meeting went, as well as suggestions on future briefing topics that would be of interest to you.

Best,

(b) (6)

Public Affairs Specialist

National Veterans Outreach Office

Department of Veterans Affairs

Phone: 202.461 (b) (6)

Cell: 202.746 (b) (6)

E-mail: (b) (6) va.gov

Explore VA today! <http://explore.va.gov/>

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VETERANS COORDINATED APPROACH TO RECOVERY AND EMPLOYMENT (VETS CARE) PAY FOR SUCCESS PROJECT

Confidential

10 Milk Street, Suite 1010, Boston, MA 02108

► THE VETERANS CARE PAY FOR SUCCESS PROJECT

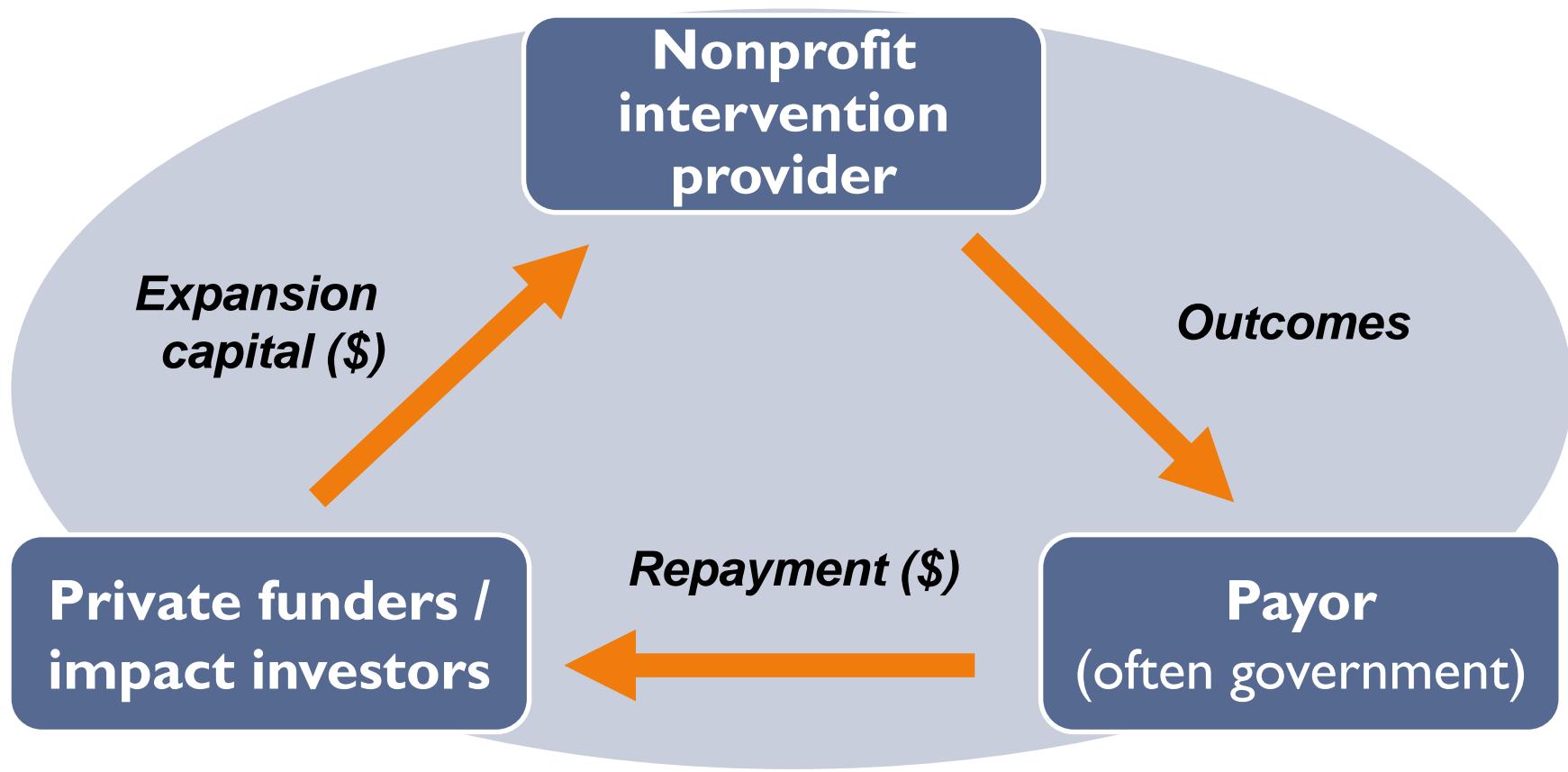
Social Finance is partnering with the Federal Department of Veterans Affairs (VA), New York City, Commonwealth of Massachusetts, and the City of Boston to improve outcomes for Veterans with PTSD



- The **Veterans Coordinated Approach to Recovery and Employment (CARE) PFS Project** will support unemployed or underemployed Veterans with Post-Traumatic Stress Disorder (PTSD) in attaining competitive, compatible employment
- The project **will serve 480 Veterans with Service-Connected PTSD**
 - Veterans will be served via VA Non-Profit Corporations across the country
 - Each IPS Team⁽¹⁾ will serve two cohorts of 60 Veterans over three years
- The **project will employ Individual Placement and Support (IPS)**, an evidence-based approach to supported employment that emphasizes rapid job search for employment that matches an individual's needs and preferences, and integrated mental health care
- The **outcomes** to be measured include: **earnings, sustained competitive employment, job satisfaction, and fidelity to the IPS model**

⁽¹⁾ An IPS Team is defined as two IPS Specialists and an IPS Program Coordinator

► WHAT IS PAY FOR SUCCESS?



Pay for Success is about **measurably improving** the lives of **people most in need** by driving government resources toward **more effective programs**

► VETERANS CARE OVERVIEW



IMPACT INVESTORS

Socially motivated investors



POPULATION IN NEED

Unemployed or underemployed
Veterans with service-connected
PTSD



OUTCOMES PAYOR

VA Center for Innovation
+ Local jurisdictions
1:1 match

1

Impact investors provide ~\$5M to fund IPS service delivery for 4 project teams

2

IPS services result in positive outcomes for Veterans

3

VA & local govt. repay investors up to \$6M ONLY IF positive outcomes were achieved

Project-wide Service delivery budget:

- ~\$5.1M funds personnel costs to deliver IPS services, evaluation costs to measure impact, and PFS project costs

Payment-contingent outcomes:

- Fidelity to the IPS model
- Average days worked
- Average dollars earned
- Level of job satisfaction

Maximum project obligation:

- Up to \$6M (\$3M VA; \$3M local jurisdictions), paid for outcomes achieved (fidelity to the IPS model, average days worked, average dollars earned, level of job satisfaction)

► OVERVIEW OF INDIVIDUAL PLACEMENT & SUPPORT

IPS is an evidence-based approach to supportive employment for individuals with mental health diagnoses who want to work in competitive jobs

The Intervention

Individual Placement & Support is an evidence-based approach to supportive employment that emphasizes rapid job search for employment that matches an individual's needs and preferences, and integrated mental health care

Principles of IPS

- (1) Focus on competitive employment
- (2) Eligibility based on client choice
- (3) Integration of rehabilitation and mental health services
- (4) Attention to worker preferences
- (5) Personalized benefits counseling
- (6) Rapid job search
- (7) Systematic job development
- (8) Time-unlimited, individualized support

Evidence of IPS

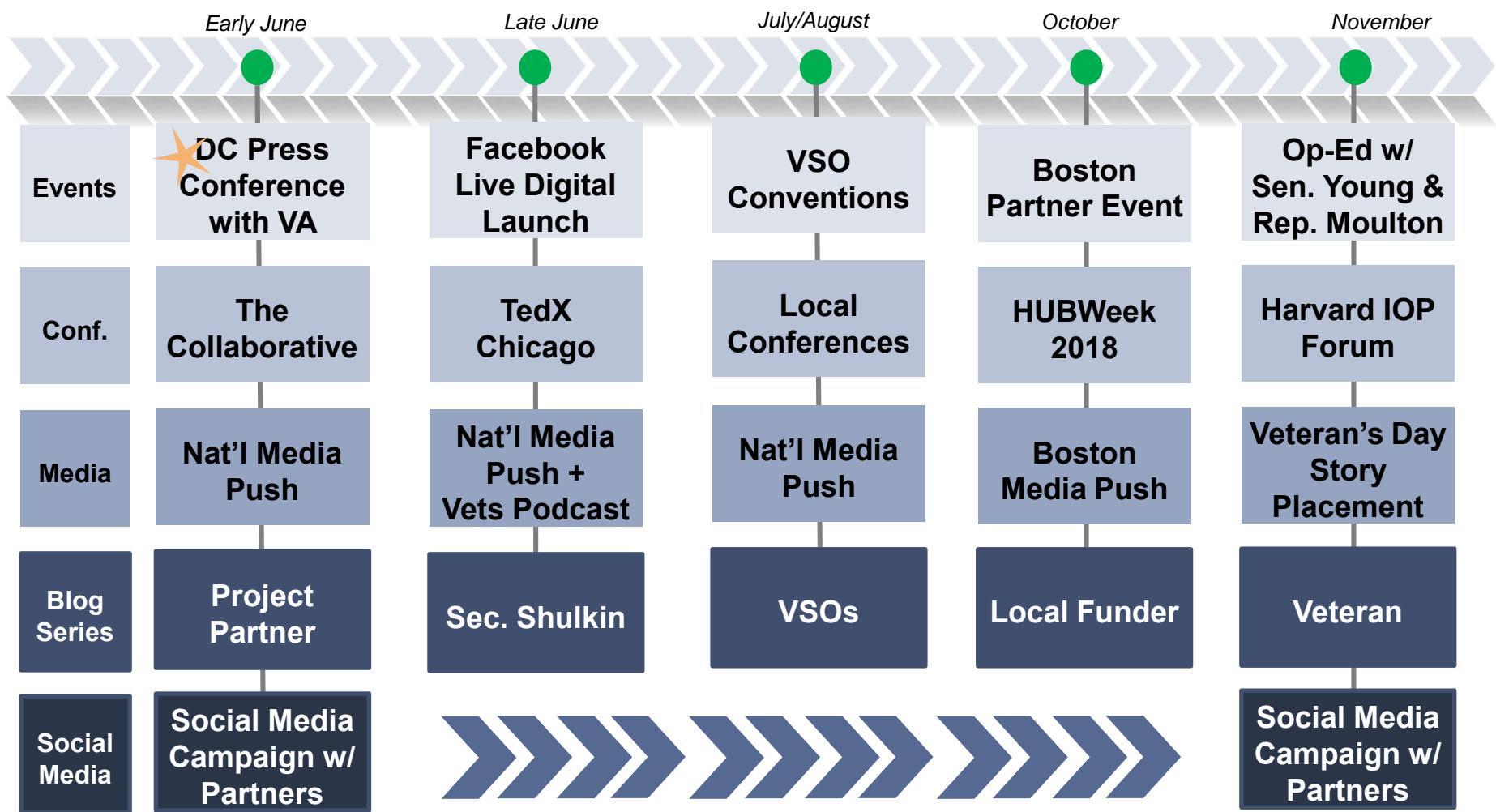
- 25 published randomized controlled trials spanning multiple countries, diagnoses, and contexts show positive outcomes, including 2 studies focused on unemployed Veterans with PTSD diagnosis (12-site study was published March 2018)

TREAC

- The Tuscaloosa Research and Education Advancement Corporation (TREAC) is a non-profit corporation that facilitates research and education activities in support of the Tuscaloosa VA Medical Center
- Dr. Lori Davis, MD is a clinical psychiatrist at TVAMC, affiliated with TREAC, who has conducted research on the efficacy of IPS for Veterans with PTSD for the past decade

VETS CARE ANNOUNCEMENT STRATEGY

Goal: Drumbeat between June Launch and Veterans Month 2018



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VA Connected Care

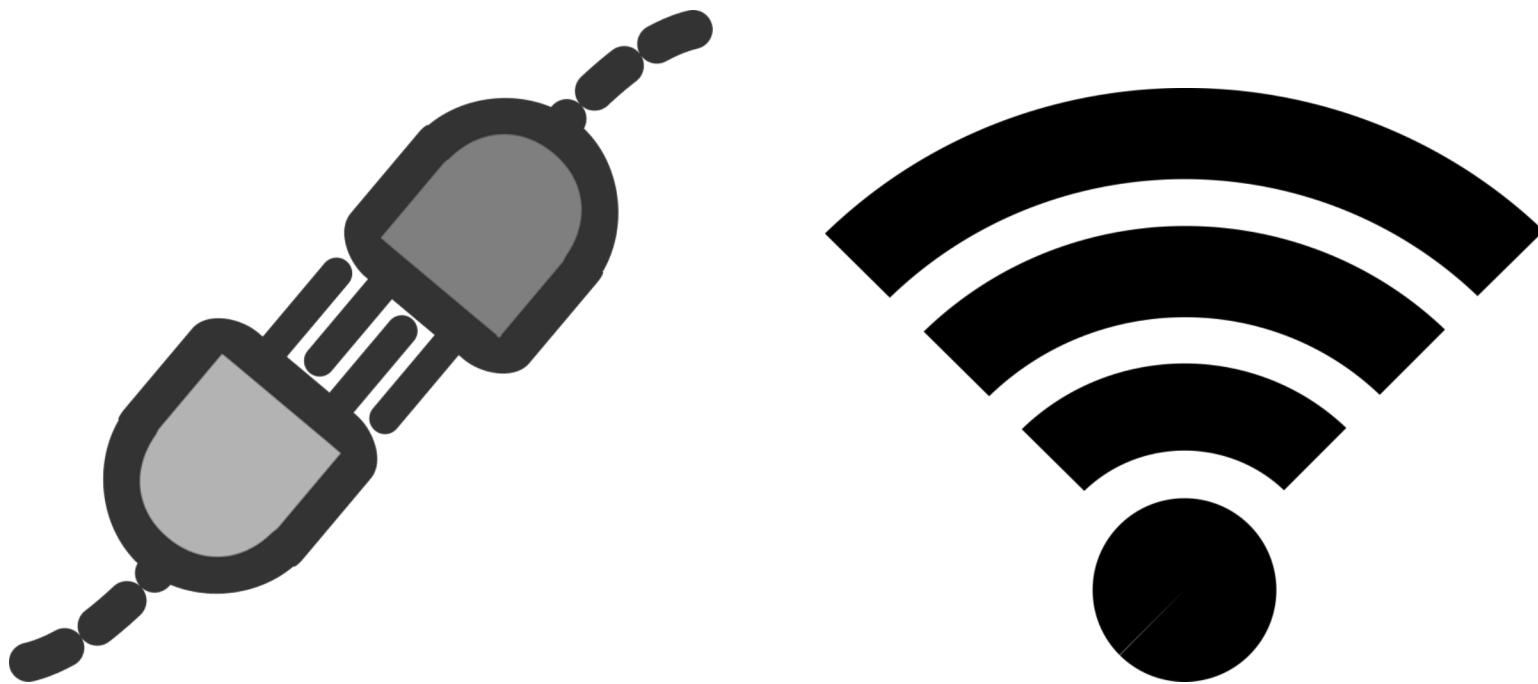
April 2018



What is Connected Care?

The Big Picture

Connections?



What Does Connection Look Like For Me as a VA Physician?

Command Sergeant Major George W. Howell, Jr., USA (Ret.)

- 30-year U.S. Army Veteran
- Rose to Command Sergeant Major of the U.S. Army Intelligence and Security Command
- Served in Germany, Thailand, Vietnam, Hawaii, and the continental United States
- Began receiving care at the Washington DC VA Medical Center in 1985
- Hypertensive, widower, lives alone.



What Does Connection Look Like in VA?

Veterans

- **~20,000,000 (9% female)**
Estimated US Veteran Population
- **~623,000** Estimated Number of Living WWII Veterans
- **404** Estimated Number of WWII Veterans Passing Away Daily
- **47.1%** Percent of Veteran Population >64

Veterans in VA

- **9.05 million** Total Enrollees in VA Health Care System (FY16)
- **6.26 million** Total Unique Patients Treated in FY16
- **4.55 million** Number of Veterans receiving VA Disability Compensation
- **959,703** Number of Veterans Compensated for PTSD as of 9/30/17

What Does Connection Look Like in VA?

VA Staff

- **351,540** Full-time VA Employees
- **127,211** Health Care Professionals Rotating Through VA in FY16
- **25,769** Full-time Physicians
- **97,102** Nurses

VA Footprint

- **145** VA Hospitals
- **1,231** VA Outpatient Sites
- **300** VA Vet Centers
- **56** VBA Regional Offices
- **135** VA National Cemeteries

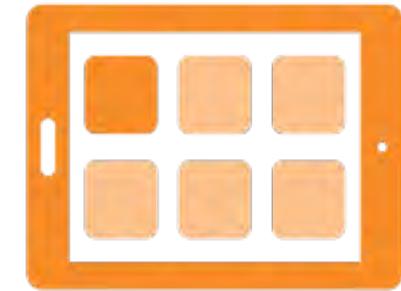
What Does Connection Look Like in VA?



What Does Connection Look Like in VA?



What Does Connection Look Like in VA?



Connected Care

also known as:

Consumer Health
mHealth
Connected Health
Virtual Care
Telehealth

VA's Connected Care Vision

Access and the **Veteran Experience** will be enhanced through information and communication technologies that are effectively **integrated** into the daily lives of Veterans and VA Staff.



Veteran at the Center of Connected Care



ACCESS

- Trusted Health Information
- Simplified Transactions
- Open Communication Channels
- Self Management and Monitoring
- Clinically Supported Remote Monitoring
- Asynchronous Virtual Care
- Synchronous Virtual Care

PATIENT EXPERIENCE

- Efficient
- Effective
- Easy to Use
- Consistent
- Continuity
- Coordinated
- Delightful

REAL LIFE

HEALTH CARE

The Grand Challenge

How do we meaningfully integrate Connected Care into care delivery in a way that

- preserves rich relationships,
- improves health care system efficiency,
- improves quality, and
- improves the experiences of both the consumer and deliverer of health care?

My HealtheVet

4th Quarter 2017

- **1.55 million** active users (32% mobile)
- **3.54 million** Secure Messages sent/received
- **1.39 million** Blue Button downloads
- **5.22 million** Prescription refills
- **~100K** new registrations
- Record-breaking User Satisfaction Jan 2018 CXA survey reported user satisfaction score of **80**, the highest ever seen for My HealtheVet
- **30%** of users are 65 - 69

The screenshot shows the My HealtheVet website homepage. At the top, there's a navigation bar with links for 'Request Information', 'Planning', 'Research Health', 'Get Help', 'Take a Health Test', and 'My HealtheVet'. Below the navigation is a login section with 'Login' and 'Register' buttons. The main content area features four service modules: 'Pharmacy' (with a blue R logo), 'Appointments' (with a calendar icon), 'Messages' (with an envelope icon), and 'Health Records' (with a tablet icon). Below these are sections for 'Resources' (with links to 'Downloads', 'Veterans Health Library', 'Comments', 'Health Health', 'Health Living', and 'Healthcare Assessment'). A 'In the Spotlight' section highlights 'Talk with Your Doc: Simple Steps to be Involved' and 'My HealtheVet Notifications Made Easy'. A large banner at the bottom right is titled 'Health Living Assessment'.



U.S. Department
of Veterans Affairs

FY 17 Secure Messaging Workload

Secure Messaging – FY17	
Inbound messages	6.79 million
Outbound messages	6.91 million
Average Business Days to Complete	1
Completed by Providers	1.6 million
Completed by Clinical Members	3.79 million
Completed by Triage Members	1.39 million

VA Online Scheduling (MHV)

VA | My HealtheVet

Search | About | Contact

Home | Personal Information | Pharmacy | Research Health | Get Care | Track Health | MHV Community | Secure Messaging

Welcome Test (Premium) P

Last successful login: 05 Oct 2017 @ 1430 ET

Pharmacy

- Refill VA Prescriptions
- Track Delivery
- Medications Lists

Appointments

- View My VA Appointments
- Schedule a VA Appointment
- VA Facility Locator

Messages

- Secure Messaging

Medical Reports

- Labs and Tests
- Track Health

1 Clear call to action in an obvious location

2 Logged in My HealtheVet users access online scheduling directly

3 Another clear call to action.

In the Spotlight

It's Here! The Improved My HealtheVet Website

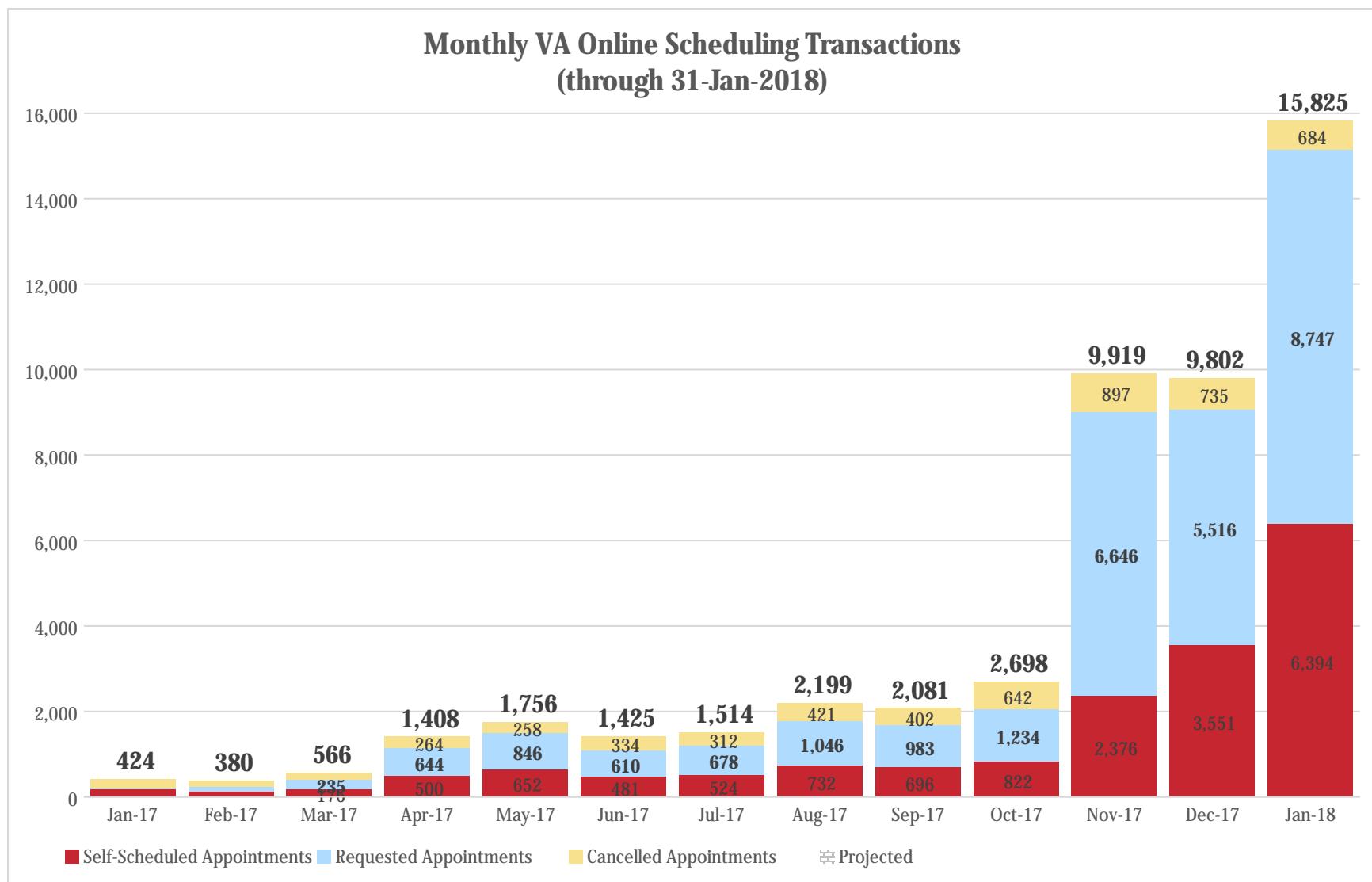
We are proud to announce the release of our newly redesigned website is officially live. It is designed to enhance your needs and advance the VA's Health Mission. Healthcare

Schedule a VA Appointment



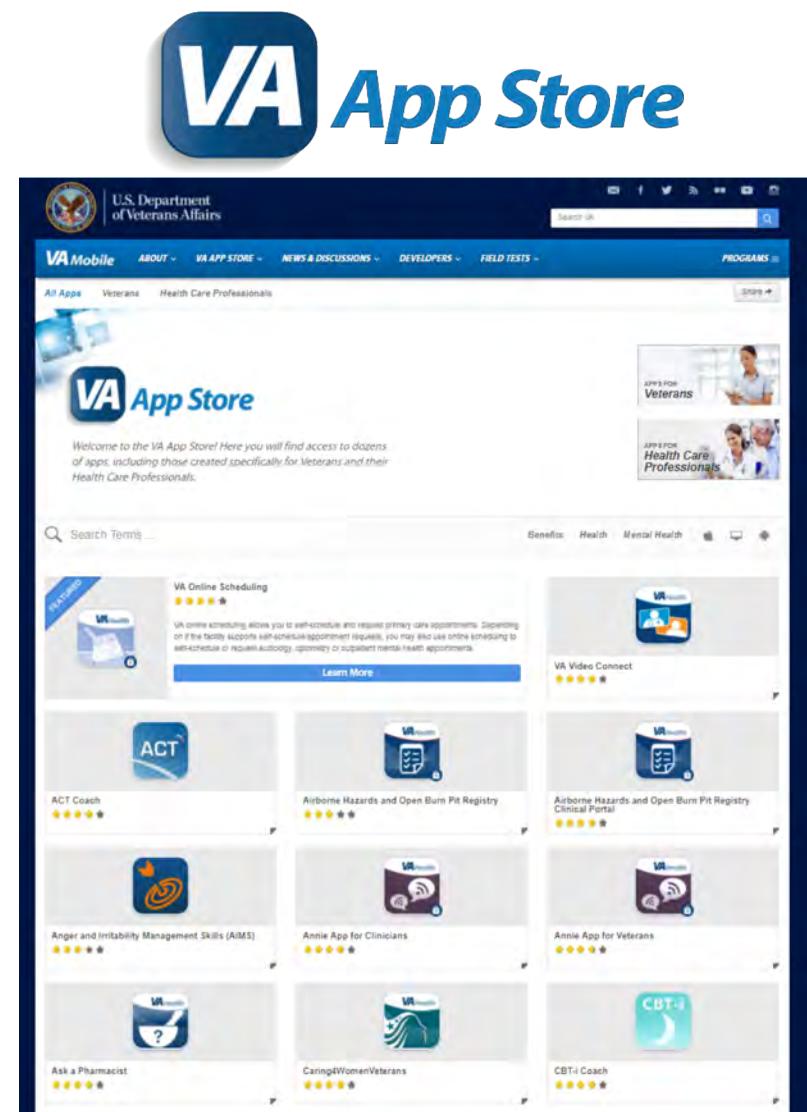
U.S. Department
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VA Online Scheduling - Significant Growth



VA App Store (mobile.va.gov/appstore)

- Provides access to VA-developed apps for Veterans and VA care teams. Apps increase access, communication and coordination of care for Veterans.
- 43 apps featured on the VA App Store
 - 28 health apps
 - 18 mental health apps
 - 30 Veteran-facing apps
 - 19 care-team facing apps
 - 20 web apps
 - 23 iOS apps
 - 11 Android apps
- 25+ suites of training materials:
User Manual, Quick Start Guide, FAQs, Slideshow



U.S. Department
of Veterans Affairs

Spectrum of Mobile Health Applications

Informational
Self-Management

Self-Management with
Patient Generated
Health Data

Clinically Supported
Remote Monitoring

Direct Clinical Care
and Communication

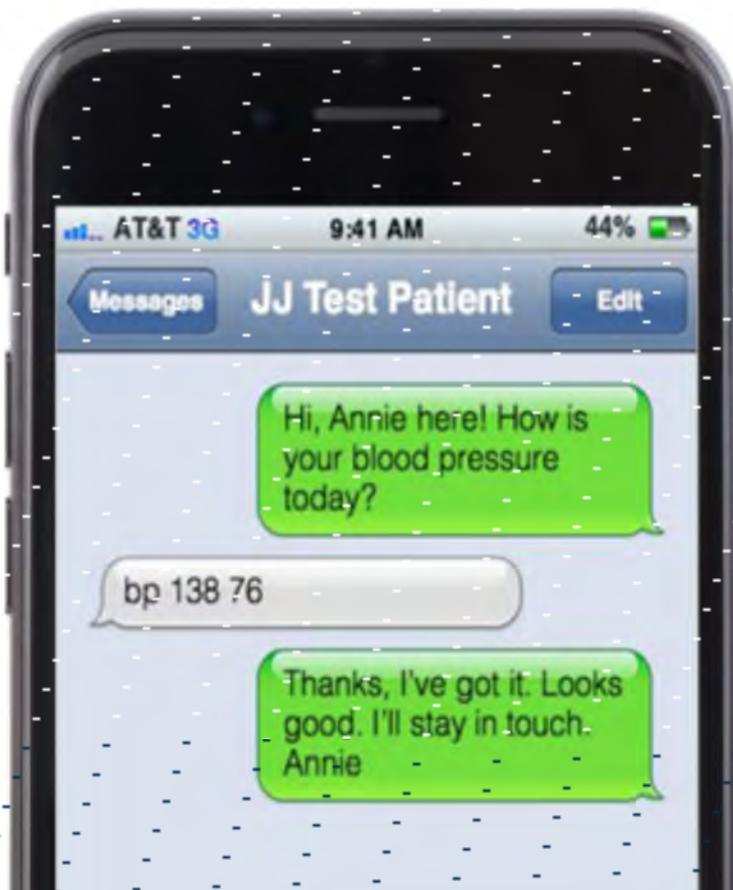
VetLink
Dementia Care
**Ask A
Pharmacist**
MOVE! Coach
PTSD Coach
VA Pressure
Ulcer/Injury
Resource
PE Coach
Blue Button
Rx Refill
GDx

Annie
MyVA Health
Journal
VA Fit Heart
Pain Coach
Mobile Kidney

Home Telehealth
Mental Health
Check-Up
REVAMP

**Secure
Messaging**
VA Video Connect
**TeleDerm
Workflow**
My HealtheVet
**VA Online
Scheduling**
Patient Viewer

Annie



A mobile messaging system that promotes self-care for Veterans.

Annie sends regular, automated text message reminders to Veterans to help them track health information requested by their VA care teams.

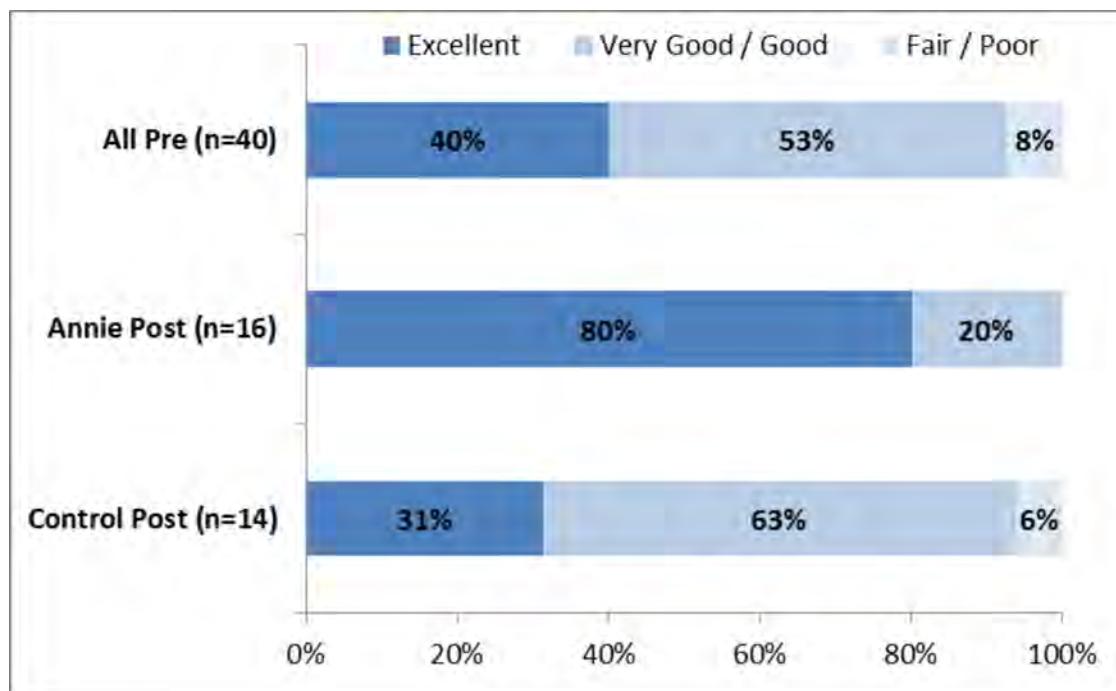
Annie can also send Veterans reminders and messages from their local VA facility



Named after Lt. Annie G. Fox

First woman to receive Purple Heart for combat

Annie: Example of Early Clinical Outcomes



Patient Self-Reported Adherence for Hepatitis C (HCV) Medications

- Data collected at 9 HepC clinics from across the US, before treatment and after at least 6 weeks of treatment
- All Veterans trusted Annie (100%) and nearly all (94%) would recommend it to other Veterans.

VA Telehealth

VA Telehealth – Where We Started

1959

Two-Way Television
Group Therapy between
the *University of
Nebraska Medical Center*
and the *Omaha VA*,
Lincoln VA, and *Grand
Island VA*

*Image from Wittson, Cecil L.;
Affleck, D. Craig; Johnson, Van
Mental Hospitals, Vol 12(10),
1961, 22-23.*



Telehealth – By the Numbers

VHA Telehealth: FY2017

>2.18 million episodes of care

> 727,000 Veterans served
900 VA Sites of care
88-93 percent Satisfaction
>50 specialty areas

~12 percent of Veterans received an element of their care through a Telehealth modality

<1 percent of Veteran received care in their home or non-VA location

Modality

- More than **336,000 Veterans** used Clinical Video Telehealth
- More than **306,000 Veterans** used Store and Forward Telehealth
- More than **145,000 Veterans** were enrolled in Home Telehealth

Improved patient outcomes resulting in reduced use of inpatient care in FY2017

- Veterans enrolled in Home Telehealth for non-institutional care needs and chronic care management had a **57 percent decrease** in VA bed days of care, and a **31 percent decrease** in VA hospital admissions.
- Mental Health services provided to Veterans via Clinical Video Telehealth (TeleMental Health) reduced Acute Psychiatric VA bed days of care by **34 percent**, and VA hospital admissions by **31 percent**.



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of Veterans Affairs

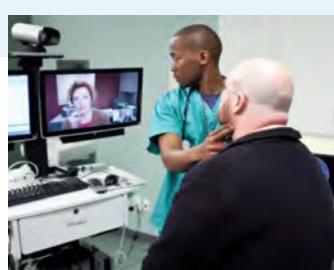
VA Telehealth Services

Where VA Telehealth Occurs



Home

- Home Telehealth (Remote Monitoring)
- VA Video Connect
- Secure Messaging
- Telephone Visits
- Contact Center s
- mHealth - Apps, Annie



Clinic

- Video Telehealth
 - Primary Care
 - Mental Health
 - 50+ specialties
- Store and Forward Telehealth



Hospital

- TeleICU
- TeleStroke

How VA Implements Telehealth



Facility

Goal:
Telehealth
Integration
into all routine
operations



Regional

Telehealth Resource Hubs

- TeleDermatology
- TeleMental Health
- TelePrimary Care
- TeleRehabilitation
- TeleSleep



National

Expert TeleConsultation

- National TeleMental Health Center
- Provider to Provider Consultation (ECHO)
- TeleGenomics



U.S. Department
of Veterans Affairs

VHA Telehealth – Why It Matters

Accessibility

- Convenience
- Expanded access
- Care available at home or preferred location

Capacity

- Helps match supply and demand across the enterprise
- Fills clinical service gaps in rural and underserved areas

Quality

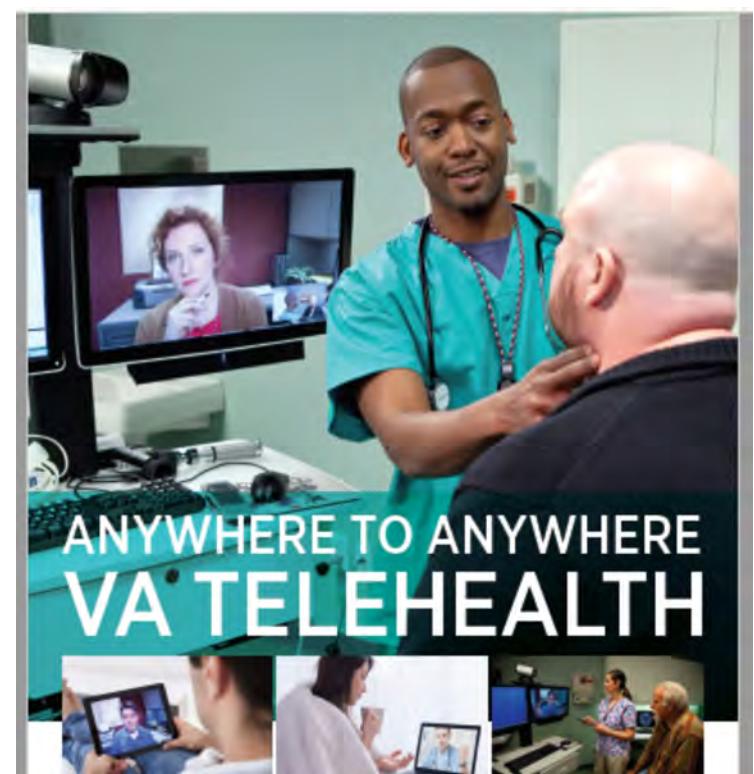
- Connects Veterans with rare conditions to specialized expertise
- Enhances provider networking (“curbside” consults) across the enterprise
- Supports standardization of best practices

VA Telehealth Regional/National Hubs

- Enables VA to hire providers in urban areas to serve areas with fewer providers:
 - **Ten TeleMental hubs** provide video mental health appointments. (Locations: Pittsburgh, PA; Charleston, SC; Salt Lake City, UT; the Pacific Northwest, New York, NY; West Haven CT; Honolulu, HI; Sioux Falls, SD; Battle Creek, MI; and Harlingen, TX)
 - **Eight VA TelePrimary Care Hubs** support delivery of primary care. (Locations: Boise, ID; Little Rock, AR; San Francisco, CA; Honolulu, HI; Prescott, AZ; Atlanta, GA; Minneapolis, MN; and Richmond, VA)
 - **Two VA TeleICU centers** in Minneapolis, MN and Cincinnati, OH provide additional support to intensive care unit staff in approximately 300 out of about 1,700 VA ICU beds across the nation.
 - **VA's TeleGenomic Medicine Services**, based in Utah, provides genomic medicine and counseling service to more than 80 VA medical centers.
 - **VA's National TeleMental Health Center**, based in Connecticut, provides national clinical experts in affective, psychotic, anxiety, and substance use disorders, as well as neurology treatment and has provided services to more than 5,600 Veterans in the last seven years.

Anywhere to Anywhere Telehealth

- On August 3, 2017, the President discussed plans to **expand VA telehealth services**.
- VA announced a proposed rule allows for **VA providers to deliver telehealth services from anywhere in the country to Veterans anywhere in the country**, whether it's in their homes or any location. (Rule expected to be final this spring.)
- VA launched **VA Video Connect**, an app that allows Veterans receiving VA care to access those health care services on their smartphones, tablets and personal computers.



ANYWHERE TO ANYWHERE
VA TELEHEALTH



VA delivers Telehealth care in more than 50 specialties

• TeleAddiction Services	• TeleInfectious Disease	• TelePrimary Care
• TeleAmputation Care	• TeleIntensive Care	• TelePulmonology
• TeleAudiology	• TeleKinesiology	• TeleRehabilitation
• TeleBehavioral Disorder	• TeleMental Health	• TeleSchizophrenia
• TeleCardiology	• TeleHOPE! Weight Management	• TeleSpinal Cord Injury Care
• TeleDental Care	• TeleHepatology	• TeleSurgery
• TeleDermatology	• TeleNeurology	• TeleSurgery (Pre- & Post- Care)
• TeleEndocrinology	• TeleNutrition	• TeleTransport (Pre- & Post- Care)
• TeleChaplain	• TeleRenal Imaging	• TeleWound Care
• TeleDentistry	• TeleOccupational Therapy	• Women's Telehealth
• TeleDermatology	• TelePain Management	
• TeleEpilepsy	• TelePathology	
• TeleGastrointestinal/Hepatitis Care	• TelePediatrics	
• TeleGenomic Counseling	• TelePolytrauma Care	

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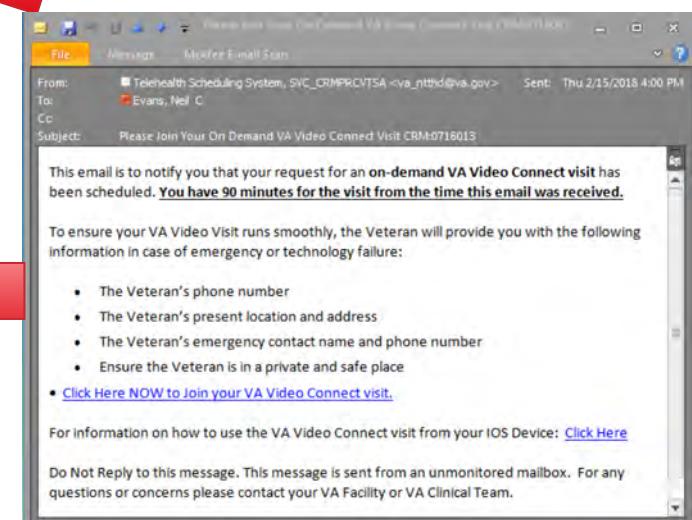
VA Video Connect



Request an On Demand VA Video Connect

Provider E-mail Address *

Patient E-mail Address *



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A Home Telehealth Success Story: Command Sergeant Major George W. Howell, Jr. USA (Ret.)

“I love the VA’s Home Telehealth program...it’s like having a doctor and a nurse right over your shoulder. It’s the best program in the VA.”

“I take my numbers everyday. I send over my numbers and if something is off I get a call from my nurse asking what I ate or what is wrong. I’ve lost 40 pounds on that Home Telehealth program.”

“Every time I go the VA, I talk [the Home Telehealth program] up to other Veterans...and tell them to talk to their doctors about it. It’s a life-changer.”



Questions?

